

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025	All	PR Code: 1X2
A6 Sportback e-tron, and S6 Sportback e-tron	2027	000001 – 000412	
Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2027	000001 – 002218	

Customer states:

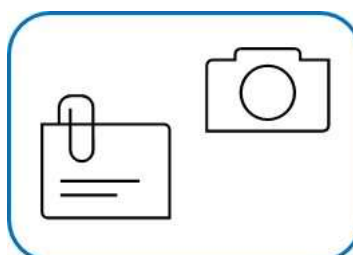
The customer complains that various driver assist systems are sometimes not available.

Depending on your vehicle's equipment and the activation status of the functions in question, the following messages (among others) will be displayed in the instrument cluster:

- Adaptive cruise assist: unavailable. See owner's manual
- Active front assist: currently restricted. See owner's manual
- Emergency assist: currently unavailable. See owner's manual
- Lane departure warning: currently unavailable. See owner's manual
- Traffic sign recognition: unavailable. See owner's manual

Workshop findings:

The event memory entry "**U11C400**: Ethernet data bus - no communication (1048597)" is logged in the front camera for driver assist systems -R242- (diagnostic address 00A5) either as active/static or as passive/intermittent with increased fault frequency counter.



Documentation required

Technical Background

While the vehicle is driven, static charge builds up constantly on the front wheel hub carriers. Depending on the road conditions and ambient conditions, this stored energy may be discharged abruptly. The resulting electrostatic discharge spreads as far as the front camera for driver assist systems -R242- (diagnostic address 00A5) and leads to the control unit being restarted. As a result, corresponding warnings appear in the instrument cluster.

Production Solution

Production change from 20.05.2026:

A6 e-tron Saloon: WAU3EAGH3VA000413

Q6 e-tron Sportback: WAUZZZGF1VA002219

Q6 e-tron: WAUZZZGF8VA002217

Service

Referring to the PR number, please check which brake version is fitted on the vehicle in question and compare the brake hoses fitted with the example image supplied. If the brake hoses fitted do not have a metal coil, they should be replaced with the corresponding version with metal coil in accordance with the instructions below.

For A6 e-tron (GH) floating caliper PR no. 1ZA or 1ZB

- 95C 611 701T
- 95C 611 702T

For A6 e-tron (GH) fixed caliper PR no. 1ZC or 1ZD

- 95C 611 701AA
- 95C 611 702AA

For Q6 e-tron (GF) fixed caliper PR no. 1ZC or 1ZD

- 95C 611 701AB
- 95C 611 702AB

When billing, please always attach the up-to-date diagnostic log and photos and/or videos of the displayed warning messages which clearly show the complaint.



Figure 1. Brake hose with metal coil (example image).

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9638		
Damage Code:	0040		
Labor Operations:	Remove and install front brake hose	4726 19xx	See SRT with associated operations
	<u>Or:</u> Remove and install two front brake hoses	<u>Or:</u> 4726 20xx	
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2083002/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2083002**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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